

The Effective and Confident Administrator

(2 day course)

Introduction

This two day programme has been designed to enable administrators to enhance their personal effectiveness and working practices, build stronger relationships, broaden their contribution to the team and achieve excellence in the service they provide to colleagues and customers.

Designed For

Those who want an intensive introduction to effective administration and who are looking to increase their skills and contribution.

Objectives

By the end of this course you will be able to:

- Define the objectives of your role and the skills and qualities essential to your success as an effective administrator.
- Effectively plan and prioritise your workload and identify areas for improvement in your current working practices, systems and procedures.
- Enhance your role and contribution as a team member, build stronger relationships and effectively handle confrontation and difficult situations.
- Develop effective interpersonal skills.
- Enhance personal performance and interact assertively with others.
- Prepare and write accurate and clear text.
- Enhance your credibility with your manager.

Focus

Introduction

- What makes an effective administrator - the skills, qualities and attributes required for success
- How to meet the needs of your internal/external customers

Impressive Organisational Skills

- Developing your role and contribution to the organisation - working to clear goals and objectives
- Developing a stronger sense of time and planning
- Identifying urgent versus important tasks and realistic deadlines
- Establishing and completing priorities every day
- Controlling time wasters and interruptions
- Dealing with disorganised people
- Time management - reviewing your current systems and procedures

Effective Communication Skills

- Recognising and overcoming the barriers to effective communication
- Communicating with confidence
- Enhancing listening and questioning skills
- Persuading and influencing others
- Assertive communication - saying 'no' and still being effective
- Dealing effectively with difficult people
- The key to effective written communication

Enhanced Interpersonal and Team Working Skills

- Identifying your interpersonal skills style
- Understanding the effect of your behavioural style on others
- Maintaining and building good relations with colleagues and customers
- Recognise the strengths of other team members
- Maximising your contribution to the team
- Solving problems and making effective decisions
- Encouraging your manager to delegate more

Personal Development

- Formulating a personal action plan